

Over the Phone - Teleworks IVR System

300 W. Cotton St. | [Click here for map](#) [1]

The City of Longview Water Utility Division utilizes the TeleWorks phone payment system for for convenient phone payments.

You may pay your water bill over the phone 24 hours a day/7 days a week. Follow these steps to complete your payment. You will need to have your utility account number to access the system. Your account number is located in the upper right portion of the utility bill (account number is a two part number separated by a dash).

1. Call Water Utilities automated switchboard at 903-237-1030, press 1 to be transferred to the TeleWorks phone payment system.
2. When prompted, enter the first 8 digits of your account number, then, enter the 2 digits following the dash.
3. You will then be asked to enter the numeric portion of your service address.

After the system assesses your account, you will be able to pay your bill with either credit or debit card (Discover, MasterCard, or Visa) or check, access your account balance details, due date information, and billing details. There is no extra charge to pay over the phone with either a credit card or electronic check.

All payment amounts are validated as real-time and accepted according to a prescribed schedule. All credit or debit card payments received after 10:00 p.m. will be posted the next business day. Electronic check payments may take up to 48 hours to clear the bank and post to your account. These payments that are not yet transferred into the billing system may show as pending on your account.

For more information call: 903-237-1030 | [Contact Us](#) [2]

Source URL: <http://water.longviewtexas.gov/teleworks>

Links:

- [1] http://maps.google.com/maps?f=q&source=s_q&hl=en&geocode=&q=300+W+cotton+st.+75601&sll=37.0625,-95.677068&sspn=30.185946,59.501953&ie=UTF8&hq=&hnear=300+W+Cotton+St,+Longview,+Gregg,+Texas+75601&ll=32.495447,-94.746373&spn=0.007836,0.014527&z=16
- [2] <http://water.longviewtexas.gov/services-contact#WaterUtilities@LongviewTexas.gov>